

CHAPTER 8:

GENERAL INFORMATION

Coatesville Veterans Affairs Medical Center: SERVICES PROVIDED

1400 Black Horse Hill Road

Coatesville, PA 19320-2096

www.coatesville.va.gov

610-384-7711 or 1-800-290-6172

To schedule an appointment, please call extension 4239

For eligibility information, please call extensions 5008 or 5034

SERVICES PROVIDED

Primary Care Services

For program information, please dial extension 4239

- Acute and Chronic Medical Condition Management
- Diagnostic Services, including:
 - Laboratory
 - Pharmacy
 - Radiology
- Health Promotion and Disease Prevention
- Patient and Caregiver Education
- Specialty Clinics, including:
 - Audiology
 - Dental
 - Infectious Disease
 - Neurology
 - Nutrition
 - Optometry
 - Pain Management
 - Podiatry
 - Respiratory Services
 - Urology
 - Women Veterans Health
- Specialty Care Referrals
- Special Examinations, including:
 - Agent Orange
 - Compensation and Pension
 - Ionizing Radiation
 - Persian Gulf
- Urgent Care/Follow-up Care

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SERVICES PROVIDED

Geriatrics and Extended Care Services

For program information, please dial extension 5119

- Adult Day Care
- Caregiver Support Services
- Chaplaincy
- Community Living Center
 - Dementia Care
 - Geropsychiatric Care
 - Inpatient Hospice Care
 - Rehabilitative Care
- Community Residential Care Referrals
- In-home Skilled Care
- Geriatric Adult Day Care
- Golden Memory (Dementia) Clinic
- Home Based Primary Care
- Homemaker Home Health Aide
- Hospice and Palliative Care
- Physical Medicine and Rehabilitation
- Respite Care
- Speech Pathology and Audiology

Mental Health Services

For program information, please dial extension 5126

- Community Residential Care and Day Treatment Case Management
 - Emergency Staff Response Care (24/7)
 - Group Therapy
 - Housing Placement Assistance
 - Individual Therapy
 - Life Skills Education
 - Social Skills Development
 - Stress Management Education

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SERVICES PROVIDED

Mental Health Services

For program information, please dial extension 5126

- **Homeless Domiciliary Care**
 - Group Therapy
 - Individual Therapy
 - Life Skills Education
 - Post Traumatic Stress Disorder Group Therapy
 - Relapse Prevention Education
 - Sexual Addiction Education
 - Substance Abuse Recovery Skills
 - Education
 - Vocational Counseling and Placement
- **Inpatient Psychiatry**
 - Family Therapy
 - Group Therapy
 - Individual Therapy
 - Medication Therapy
 - Physical Therapy
 - Psychological Testing
 - Social Work Services
- **Mental Health Outpatient Clinic**
 - Biofeedback Therapy
 - Crisis Intervention
 - Family Therapy
 - Group Therapy
 - Individual Therapy
 - Marital Counseling
 - Neuropsychological Testing and treatment
 - Patient Education
 - Pharmacotherapy
 - Polytrauma Treatment
 - Post Traumatic Stress Disorder Therapy
 - Psychological Testing, Diagnosis and Evaluation
 - Serious Mental Illness Day Treatment
 - Social Work Services
 - Traumatic Brain Injury Evaluation and Treatment
 - Vocational Counseling and Placement

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SERVICES PROVIDED

Mental Health Services

For program information, please dial extension 5126

- **Post Traumatic Stress Disorder Residential Unit**
 - Alcohol and Drug Education
 - Alcoholics and Narcotics Anonymous
 - Group Support
 - Anger and Assertiveness Education
 - Cognitive Behavioral Therapy
 - Depression Therapy
 - Eye Movement Desensitization and Reprocessing
 - Family Education Program
 - Family Therapy
 - Group Therapy
 - Guilt and Grief Education
 - Individual Therapy
 - Marital Counseling
 - Prolonged Exposure Therapy
 - Relapse Prevention Education
 - Stress Management Education

- **Substance Use Treatment (Outpatient and Residential)**
 - Detoxification Treatment
 - Dual Diagnosis Treatment
 - Group Therapy
 - Individual Therapy
 - Impaired Driver Program
 - Outpatient Day and Evening Treatment
 - Parenting Skills Education
 - Relapse Prevention Education
 - Suboxone Induction and Treatment

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For eligibility information, please call extensions 5008 or 5034

SERVICES PROVIDED

Community Based Outpatient Clinics

For program information, please call:

Springfield Outpatient Clinic

194 West Sproul Road

Suite 105

Springfield, PA 19064

610-543-3246

Spring City Outpatient Clinic

11 Independence Drive

Spring City, PA 19475

610-948-0981

- Family Therapy
- Group Therapy
- Individual Therapy
- Marital Counseling
- Pharmacotherapy
- Psychological Testing
- Post Traumatic Stress Disorder Therapy
- Primary Care Services
- Referral Services
- Social Work Services
- Substance Use Treatment

Food and Refreshments

Canteen, Coffee Shop and Retail Store- Located in Building 9.

To contact flower shop dial 610-384-7711 ext. 5276

- Food Court
- 24 Hour Vending Machines
- Dino's Espresso Coffee Shop
- The New Leaf Flower Shop

ADVANCE DIRECTIVES

There may come a time when you are unable to decide or tell us what you want with regards to your treatment. You have the opportunity now to make some decisions ahead of time. You can tell us in writing about the kind of care you would want if you cannot speak for yourself. This is done through an **advance directive**. Some common questions about advance directive are:

- What is an advance directive?
- Who can be my proxy?
- What happens if I do not have an advance directive?
- How do I go about making an advance directive?
- What other help is available?
- Can my advance directive be changed?
- What should I do with my advance directive?

What is an advance directive? An advance directive is a written document that explains the health care you want to receive if you cannot or choose not to make your own decisions. There are two kinds of advance directives —

- A **living will** lets you state in advance what kind of care you would want or not want if there comes a time when you cannot make these decisions for yourself.
- A **durable power of attorney** for health care is used to appoint a person you trust to make health care decisions for you when you cannot or choose not to make your own decisions. This person is called a **proxy** or **health care agent**.

Who can be my proxy? It should be someone you trust — a spouse, parent, adult child, friend, or other family member. Whoever it is, you should talk to them about your concerns and wishes and what kind of treatments you would want or not want. You and your proxy cannot know all of the questions that might arise in the future, so you'll want your proxy to know what you value most in life and how this reflects on the type of care you would choose for yourself.

What happens if I do not have an advance directive? If you can no longer make decisions about your health care, your doctor will ask your next of kin, family, and friends what they believe you would want. These decisions are not easy to make. They can cause great stress in families that have not taken the time to discuss these matters ahead of time.

How do I go about making an advance directive? At the Coatesville VAMC, our social workers are equipped to assist you in preparing advance directives. Just ask any of your providers to contact your team social worker.

What other help is available? Our medical center has resources to help you write your advance directive. These include video programs on the VA Television Network or in the Patient Education Center. You can also ask for our medical center's advance directive policy and procedures.

Can my advance directive be changed? Yes, but only by you. You may change or cancel it at any time. You can do this by simply telling your doctor, but it is best to write a new advance directive. Be sure to tell our proxy and others concerned with your health care.

What should I do with my advance directive? An advance directive is only effective if it is shared with those who need to know. It must be part of your medical record. Make and give copies to the following parties —

- your doctor(s)
- your proxy
- anyone concerned with your health care

*****Don't forget to make a copy for your own records.***

*Source: <http://www.coatesville.va.gov/patients/advance.asp>

DRIVING DIRECTIONS TO THE COATESVILLE VA MEDICAL CENTER

1400 Black Horse Hill Road, Coatesville, PA 19320

Phone: (610) 384-7711

From Philadelphia

- Rte 76 to King of Prussia
- See below

King of Prussia

- Rte 202 (South) to Rte 30 (West)
- Rte 30 (West) to VA Medical Center and Brandywine Hospital Exit, at end of Exit turn left to light
- At light, turn left, follow signs to VA Medical Center

Philadelphia International Airport

- Rte 1-95 (South) to Rte 322 (West), toward West Chester
- Rte 322 (West) to Rte 1, turn left, proceed short distance to Rte 202 (North), turn right
- Rte 202 (North) to Rte 30 (West) in Exton (NOTE: Rte 202 makes abrupt right turn before reaching West Chester)
- Rte 30 (West) to VA Medical Center and Brandywine Hospital Exit, at end of exit turn left to light
- At light, turn left, follow signs to VA Medical Center

Delaware

- Rte 202 (North) to Rte 100 (North) to Rte 30 (West) in Exton
- Rte 30 (West) to VA Medical Center and Brandywine Hospital Exit, at end of exit turn left to light
- At light, turn left, follow signs to VA Medical Center

OR

- Rte 41 (North) to Rte 10 (North) to Rte 30 (East)
- Rte 30 (East) (NOTE: immediately following Rte 10, merge right toward Downingtown)
- Rte 30 (East) to VA Medical Center Exit
- Turn Left at end of Exit
- Proceed straight ahead to VA Medical Center

North

- PA Turnpike to Exit 23/Downingtown West Chester
- Rte 100 (South) to Rte 113 (South)
- Rte 113 (South) to Rte 30 (West) (at bottom of long decline)
- Rte 30 (West) to VA Medical Center and Brandywine Hospital Exit, at end of exit turn left to light
- At light, turn left, follow signs to VA Medical Center

INFORMATION AND REFERRAL AGENCIES

Philadelphia	“First Call for Help” 215-568-3750
Montgomery County	“First Call for Help” 215-568-3750
Bucks County	“United Way” 215-949-1660
Delaware County	“First Call for Help” 215-568-3750
Chester County	Chester County Cares 610-436-4040
Lancaster County	Lancaster Linc 717-299-2821
State of Delaware	Delaware Help Line 1-800-273-9500
Camden County	“UOSS” 856-663-2888 or 1-800-331-7272
Burlington County	Contact 609-267-8500

*Verified via Thomas McElwee; 6/2009

VISN 4 Facility Contact Information

VISN Veterans Integrated Service Network

VA Healthcare - VISN 4 is an integrated system consisting of ten VA Medical Centers, including one (three division) health care system, and 44 community based outpatient clinics (CBOC).

VISN 4 serves Veterans in 104 counties in the states of Pennsylvania, West Virginia, Delaware, New Jersey, New York and Ohio. The network is divided into two markets: eastern and western. The eastern market is comprised of 34 counties in eastern Pennsylvania, 7 counties in New Jersey, 3 counties in Delaware and 1 county in New York. The western market consists of 29 counties in western Pennsylvania, 27 counties in West Virginia, 1 in New York, and 2 counties in Ohio. These markets reflect the service areas and patient referral patterns that have existed in VISN 4 since its inception.

VISN4 Locations:

[Altoona](#)

[Butler](#)

[Clarksburg](#)

[Coatesville](#)

[Erie](#)

[Philadelphia](#)

[Pittsburgh](#)

[Lebanon](#)

[Wilkes-Barre](#)

[Wilmington](#)



James E. Van Zandt VAMC

2907 Pleasant Valley Blvd.

Altoona, PA 16602

Phone: 814-943-8164 or 1-877-626-2500

Website: www.altoona.va.gov

Butler VAMC

325 New Castle Road,

Butler, PA 16001-2480

Phone: 1-800-362-8262

Website: www.butler.va.gov

Louis A. Johnson VAMC

One Medical Center Drive

Clarksburg, WV 26301

Phone: 304-623-3461 or 1-800-733-0512

Website: Clarksburg.va.gov

Coatesville VAMC

1400 Black Horse Hill Road

Coatesville, PA 19320

Phone: 610-384-7711 or 1-800-290-6172

Website: www.coatesville.va.gov

Erie VAMC

135 East 38th Street

Erie, PA 16504

Phone: 814-868-8661 or 1-800-274-8387

Website: www.va.gov/erie

Lebanon VAMC

1700 South Lincoln Ave.

Lebanon, PA 17042

Phone: 717-272-6621 or 1-800-409-8771

Website: www.lebanon.va.gov

Philadelphia VAMC

3900 Woodland Ave.

Philadelphia, PA 19104

Phone: 215-823-5800 or 1-800-949-1001

Website: www.philadelphia.va.gov

VA Pittsburgh Healthcare System

University Drive

Pittsburgh, PA 15240

Phone: 412-688-6000 or 1-866-482-7488

Website: www.pittsburgh.va.gov

Wilkes-Barre VAMC

1111 East End Blvd.

Wilkes-Barre, PA 18711

Phone: 302-994-2511 or 1-877-928-2621

Website: www.wilkes-barre.va.gov

Wilmington VAMC

1601 Kirkwood Highway

Wilmington, DE 19805

Phone: 302-994-2511 or 1-800-461-8262

Website: www.wilmington.va.gov

*Source: <http://www.visn4.va.gov/>